

Genesee County RFQ number, CAN 07 25001, is amended to read the following:

Pre-proposal Conference: (Date, time, location) **August 7 2006; 9:00 a.m.; 6th Flo
E. Union St.; Flint, MI 48502**
(Please notify the contact person above if you plan on attending)

RFQ NOTIFICATION SHEET
Office of Contracts and Rate Setting

State of Michigan
Department of Human Services

Notice of a request for quotations or a request for proposals is hereby given Pursuant to Act No. 124 of the Public Acts of 1999.

Amount:	\$90,000.00 One Year	ITB Number
	\$270,000.00 Three Year	DHS CAN_0725001

Bid Description:

Genesee - Child Abuse & Neglect contract for Parent Education

Due Date For Response:

August 22, 2006

Contact Person Name:

Tawnya Stock

Phone #:

810-760-2009

E-Mail Address:

stockt@michigan.gov

REQUEST FOR QUOTE
Michigan Department of Human Services

Contract/RFQ Number: **CAN 07 25001**

Bid Submission Due Date & Time: **August 22, 2006; 11:00 a.m.**

Geographic Area to be Served: **Genesee County**

Service Titles: **Parent Education Home Based**
Parent Education Group Based

Anticipated Contract Begin and End Dates: **October 1, 2006 through September 30, 2009**

Method of Reimbursement: Actual Cost **X** Unit Rate

Maximum Annual Contact Amount: \$ **90,000.00** per year

Issuing Office: Department of Human Services **Genesee County**

Contact Person: **Tawnya Stock**

Telephone #: **810-760-2009** Fax #: **810-760-2984**

Email Address: stockt@michigan.gov

Pre-proposal Conference: (Date, time, location) **August 7 2006; 9:00 p.m.; 6th Floor; 125 E. Union St.; Flint, MI 48502**
(Please notify the contact person above if you plan on attending)

Bidder Questions Due Date & Time: **August 8, 2006; 2:00 p.m.**

Submit 6 copies of the bid response and two (2) copies of the budget document, in a separate sealed envelope, to this address:

Genesee County

DHS Office

6th Floor; 125 E. Union Street

Street Address

Flint,

MI

48502

City

State

Zip

The bidder must submit all inquiries regarding content via e-mail or surface mail. Bid responses must be submitted in person or via surface mail. Neither fax nor e-mail transmission of bid responses will be considered for award. If DHS believes that clarification of its initial material is necessary, information will be posted to the DHS RFQ web site. Likewise, if DHS determines it is necessary to revise any part of this RFQ, addenda informing will be posted to the DHS RFQ web site.

Bid responses that exceed the maximum annual dollar amount indicated for the RFQ will not be considered for award. The contract amount for subsequent years will be dependent on DHS' availability of funds and service needs. The established price per unit of service will be in effect for the entire period of the contract.

To be considered, bid responses must arrive at the Issuing Office on or before the date specified above. Bidders mailing bid responses should allow normal delivery time to ensure timely receipt of their bid responses.

Awards made as a result of this RFQ will require execution of a contract with DHS. The contract will contain standard non-negotiable General Provisions. A copy of the General Provisions is available upon request.

Rating

All bid responses will be evaluated on the basis of rating criteria identified in the RFQ. Contracts will be awarded using a two-step process linking price and quality. The most recent audit of each bidder may be reviewed by DHS, at its discretion, to determine the bidder's fiscal viability. DHS may eliminate from the rating process any bidders that fail to pass this review. If the bidder has provided contractual services to DHS previously, DHS may consider reviewing monitoring and/or outcome information related to prior contracts.

Authority:	P.A. 2080 of 1939.	Department of Human Services (DHS) will not discriminate against any individual because of race, sex, religion, age, national origin, color, height, weight, marital status, beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your
Completion:	Mandatory.	
Penalty:	Contract Invalid	

BIDDER OVERVIEW

This Request for Quote (RFQ) package contains the following elements:

1. Cover Sheet
2. Description of Services for Bid
3. Rating Criteria
4. Request for Quote Policy
5. Bidder Information and Instructions
6. Bidder Response Section
7. Cost Quotation
8. Budget Completion Instructions

Description of Services for Bid

I. CONTRACTOR RESPONSIBILITIES

A. Geographic Area

The Contractor shall provide services described herein in the following geographic area: Genesee County

B. Location of Facilities

To Be Determined

C. Client Eligibility Criteria

1. Eligible Clients:

- Family members, and children active for Delinquency services if included in the DHS local Child Safety and Permanency Plan.
- Families open to the Preventive Services for Families Program if the source of funding includes Prevention as an eligible group (i.e. Strong Families/Safe Children (SFSC) or Child Protection/Community Partners (CPCP).
- Families open to the Children's Protective Services Program and other "preponderance of evidence" Category III (P.A. 484 of 1998) families (open or closed cases) who are referred to community based services.
- Family members and children in foster care (including neglect and delinquent wards placed in foster care).
- Family members and children of an adoptive family for whom a need for post-adoptive services has been identified by the Agency.

2. Determination of Eligibility

The local office shall determine eligibility. Each person to be provided service shall be identified by name in a written referral to the Contractor. A local office may initiate a referral by telephone as long as it is followed up within a specified period of time with a written referral.

D. Credentials

- | The Contractor shall assure that appropriately credentialed or trained staff shall perform functions under this Agreement.

E. Services to be Delivered

Service #1 of 2: PARENT EDUCATION (GROUP BASED)

1. Activities Contractor shall perform:

The Contractor shall:

- a. Accept written referrals from the local DHS Children's Protective Service, Delinquency, Foster Care and Prevention workers for Parent Education-Group Based services. The referral shall identify each person to be provided services, describe the individuals parenting needs to be addressed and state the goals/objectives of service participation. Release of Information is the responsibility of the referring DHS worker.
- b. Make initial contact with the referred client within 10 working days of receipt of written referral to explain the parent education program and determine willingness and availability for participation. Initial contact may be by telephone, followed up by a written program confirmation letter which includes:
 - Overview of parent education program;
 - Date client referred to program and referring worker name/telephone number;
 - Date/time/location of initial parent education group session that client is scheduled to attend.
 - Name and telephone number for program contact person.

A copy of the written program confirmation letter shall be provided to the referring DHS worker.

- c. Schedule client to participate in the initial Parent Education Group sessions within thirty (30) days of receipt of written referral. Provide a written notification to the referring DHS worker, if client can not be scheduled to begin parent education group sessions within thirty (30) days of receipt of written referral. The notification shall indicate the next available date the client shall be enrolled to participate in parent education group sessions.

- d. Develop a Parent Education series consisting of twenty-four (24) hours of parenting education group based instruction to change existing inappropriate interaction patterns and modify behaviors. Provide physical space for parent education group sessions and all training materials for referred clients. The Parent Education group curriculum shall be classroom based and utilize lecture, written material, encourage group discussion (question and answer format), visual aides/professional guest speakers relevant to subject matter, application/demonstration of core concepts/skills and address but shall not be limited to the following subject areas:
1. Child development and growth (physical, emotional and intellectual);
 2. Age appropriate behavior management techniques (age specific limitations, consequences, communication, alternatives to hitting/spanking/yelling);
 3. Age appropriate parenting techniques (parent-child roles, parent-child communication, setting/enforcing family rules, building self esteem/self worth);
 4. Problem solving techniques (active/empathic listening, diffusing parent/child stress, family meetings, reinforcing positive behavior);
 5. Community resources (interacting with school personnel, building support systems, advocating for your child with service providers, locating/accessing community resources);
 6. Orientation to child abuse/neglect (role of DHS effects of removal/reunification for children/family, court involvement).
- e. Provide the DHS Children's Service Coordinator a program packet quarterly, which shall include: tentative schedule (dates/times/locations) of Parent Education Group Sessions for the upcoming quarter (90-day period), session content and program contact person and telephone number.
- f. Provide a Parent Education Facilitator/Instructor with a minimum of a baccalaureate degree with specialized study in the area of child/adult education instruction, parenting, child development, or social work. The person shall be a responsible professional experienced in working with families experiencing dysfunctional parent-child interactions. The local DHS office Children's Services Coordinator may approve exception to the specified degree requirement for persons having demonstrated expertise and experience in teaching parenting skills. In addition, the person shall possess the essential characteristics and abilities of an effective facilitator, such as but no limited to:

1. Knowledge of Development Stages;
 2. Knowledge of Behavior Management;
 3. Emotional Stability;
 4. Ability to establish relationships with parents and children;
 5. Within a therapeutic approach utilize specific treatment goals.
- g. Provide specific Parent Education group sessions at geographic location and at times based upon the needs of the referred clients. This shall include but not limited to groups specific to:
- Parenting newborns, teenagers, step children;
 - Parenting children with special needs (physical, emotional, intellectual);
 - Co-parenting;
 - Culturally focused parenting;
 - Substance abuse and parenting;
 - Co-dependency and parenting.
- h. Develop pre and post assessments for DHS approval by the Children's Services Coordinator prior to use that assess the following areas: parenting skill/knowledge level, parenting strengths/weakness, family parenting needs, communication/interpersonal skills, intellectual capacity (including literacy), domestic relations and support systems.
- i. At the initial group session, explain the program structure and administer the DHS approved pre-assessment to all participants, which will be used to determine the clients appropriate participation in parent education groups specific to the identified need level and data collection/comparison.

If any client fails to complete the pre-assessment at the initial group session, then the Contractor shall arrange for the client to complete the pre-assessment within (10) days of the initial group session and prior to the client participation in subsequent scheduled group sessions.

If any client fails to complete the pre-assessment at either the initial group session or the follow-up appointment, then the Contractor shall notify the referring DHS worker by telephone within forty-eight (48) hours of the client's failure to complete the pre-assessment. The DHS worker shall contact the client to address the issue of non-compliance and determine continuation of services. The DHS

worker shall notify the Contractor in writing within three (3) working days to advise on the continuation or termination of services.

Provide the client a written schedule of group sessions (dates/times/locations) they are scheduled to attend based upon the assessed need areas within five (5) days following pre-assessment completion and prior to the subsequent scheduled group session.

- j. Provide the DHS worker a written Service Plan within (10) days of completion of the pre-assessment. The Service Plan shall include at a minimum:
 - 1) Identifying information such as: names and date of birth for all client family members and DHS case number.
 - 2) Pre-assessment results and Parent Education Facilitator/Instructor objective evaluation of results (identified strengths/weakness and family needs).
 - 3) Schedule of the group sessions (dates/times/location/content) the client is scheduled to attend based upon the assessed need areas.
 - 4) Clearly defined goals and objectives.
 - 5) Existing supports and needed supports for service participation. (i.e. transportation and childcare).C
 - 6) Contractor Recommendations.
- k. Provide transportation and on-site childcare to allow referred clients to participate in services, as needed, and if no other resources exist.
- l. Provide a series of sixteen (16) consecutive 1 ½ hour sessions of instruction in Parent Education to change existing inappropriate interaction patterns and modify behaviors to not less than 3 nor more than 15 unrelated parent clients. Sessions shall be provided twice (2) weekly over an average period of eight (8) weeks. Each referred client shall complete a total of twenty-four (24) hours of parent education instruction.

In the event that a client misses a scheduled session topic, the Contractor shall notify the client and DHS worker in writing, within fourteen (14) days of the next scheduled date/time/location at which

the client may make up the missed session. Make-up sessions shall be available within thirty (30) days following the original session date, and where possible during periods between the scheduled series of sixteen (16) consecutive 1 ½ hour sessions over a period of approximately eight (8) weeks.

- m. Provide the DHS worker with a detailed written progress report on each referred client participant upon completion of twelve (12) hours of parent education instruction and no later than by the end of the 4th week of scheduled sessions. The written progress report shall include, at a minimum, the following information.
 - 1. Identifying information such as: names and date of birth for all client family members and DHS case number.
 - 2. Pre-assessment results and Parent Education Facilitator/Instructor objective evaluation of results (identified strength/weakness and family needs).
 - 3. Summary of scheduled sessions (dates/times/content).
 - 4. Clearly defined goals and objectives.
 - 5. Detailed narrative description of client group participation, progress toward goals/objectives, etc.
 - 6. Attendance record for client with scheduled sessions.
 - 7. Any other information relevant to the successful outcome of service.
 - 8. Contractor recommendations.
- n. Administer the post-assessment to all participants at the final session and compare the results to the baseline data (pre-assessment).
- o. Provide the DHS worker with a detailed written termination report on each referred client participant upon completion of twenty-four (24) hours of parent education instruction and no later than thirty (30) days following the completion or termination of services. The written termination report shall include, at a minimum, the following information:

1. Identifying information such as: names and date of birth for all client family members and DHS case number.
 2. Comparison of pre/post assessment results and Parent Education Facilitator/Instructor objective evaluation of results (changes in parenting skills/knowledge).
 3. Detailed narrative description of client group participation, progress toward goals/objectives, etc.
 4. Attendance record for client with scheduled sessions.
 5. Any other information relevant to the successful outcome of service.
 6. Contractor recommendations.
- p. Compile the pre-and post-assessment scores for all participants and submit to DHS Contract Administrator within (30) days following completion of the scheduled group series.
- q. At the request of DHS, be available to testify in child custody hearings.

2. Time Frames:

The Contractor shall provide a series of twenty-four (24) hours of Parent Education group instruction consisting of eight (8) weeks of classes that shall meet twice weekly for 1½ hours each session.

3. Volume of Service:

Clients – The estimated number of eligible clients to be served during the period of this Agreement shall be: 540.

From the total amount it is estimated that the following number of clients will be served per fiscal year.

October 1, 2006 through September 30, 2007	180
October 1, 2007 through September 30, 2008	180
October 1, 2008 through September 30, 2009	180

a. Unit Title: Parent Education (Group-based)

Unit Definition: One unit equals one and one half (1 ½) hours of parent education facilitator's/instructor's time in face-to-face contact with a group of not less than three (3) nor more than fifteen (15) clients. A partial unit shall be billed if the group consists of non-DHS clients as well as DHS referred eligible clients. The portion to be charged to DHS under this Agreement shall equal the percentage of DHS referred eligible clients in the group times the unit rate.

- b. Number of Units: The maximum number of units of service to be provided per term of Agreement shall be: 1,080.

From the total amount, the estimated number of units that may be expended during the following period is:

<u>Fiscal Year</u>	<u>Estimated Number of Units</u>
October 1, 2006 through September 30, 2007	360
October 1, 2007 through September 30, 2008	360
October 1, 2008 through September 30, 2009	360

Service #2 of 2: PARENT EDUCATION (HOME BASED)

Activities Contractor shall perform:

- a. Accept written referrals from the local DHS Children's Protective Service. Delinquency, Foster Care and Prevention workers for Parent Education – Home Based services. The referring DHS worker shall document the client's eligibility for home based services in the referral for service. The referral shall identify each person to be provided services, describe the individuals parenting needs to be addressed and state the goals/objectives of service participation. Release of Information is the responsibility of the referring DHS worker.
- b. Provide a Parent Education Facilitator/Instructor with a minimum of a baccalaureate degree with specialized study in the area of child/adult education instruction, parenting, child development, or social work. The person shall be a responsible professional experienced in working with families experiencing dysfunctional parent-child interactions. The local DHS office Children's Services Coordinator may approve exception to the specified degree requirement for persons having demonstrated expertise and experience in teaching parenting skills. In addition, the

person shall possess the essential characteristics and abilities of an effective facilitator, such as but not limited to:

1. Knowledge of Developmental Stages;
 2. Knowledge of Behavior management;
 3. Emotional Stability;
 4. Ability to establish relationships with parents and children;
 5. Within a therapeutic approach utilize specific treatment goals.
- c. Develop pre and post assessments for DHS approval by the Children's Services Coordinator prior to use that assess the following areas: parenting skill/knowledge level, parenting strengths/weaknesses, family parenting needs, communication/interpersonal skills, intellectual capacity (including literacy), domestic relations and support systems.
- d. Provide twenty-four (24) hours of home-based parent education instruction for client/client families that have been assessed by the referring DHS workers to have primary needs in the areas of Parenting Skills and, Emotional Stability or, Intellectual Capacity or, Physical Health Issues or, Child Characteristics; which prevent the client from having the ability to participate in class/group based parent education services.

This may include, but shall not be limited to, clients that are in the last trimester of pregnancy, or where either the child or parent has a physical or mental condition which would prevent the family from participating in the group-based parent education and training program.

- e. Assign an instructor to each referred client/family within three (3) days of receipt of referral to carry out the DHS-requested education services, and to maintain communication with the referring worker or supervisor. This communication may be by telephone, written reports and/or case conferences initiated by either the DHS or the Contract Agency staff.

Submit a written notification to the DHS if an assignment is not made within three (3) days. The notification shall include the reason for noncompliance and the date the assignment shall be made.

- f. Make in-person contact within the (10) days for receipt of referral with the referred client family in their home to explain the Parent Education Program, administer DHS approved pre-assessment to determine appropriate parenting needs, assess the clients willingness to participate in service and determine schedule of contacts to service delivery.
- g. Provide the referring DHS worker a written service plan within 10 days of the initial visit with the referred client family. The Service Plan shall include at a minimum:
 - 1. Identifying information such as: names and date of birth for all client family members and DHS case number.
 - 2. Pre-assessment results and Parent Education Instructor objective evaluation of results (identified strengths/weakness and family needs).
 - 3. Schedule of the weekly contacts.
 - 4. Clearly defined goals and objectives.
 - 5. Client signature acknowledging willingness to participate.
 - 6. Contract Recommendations.
- h. Provide Parent Education home-based instruction to change existing inappropriate interaction patterns and modify behaviors. Instruction shall occur in the client's home through the utilization of written material, discussion, application of core concepts and shall address, but not limited to the following subject areas:
 - 1. Child development and growth (physical, emotional and intellectual);
 - 2. Age appropriate behavior management techniques (age specific: limitations, consequences, communication, alternatives to hitting/spanking/yelling);
 - 3. Age appropriate parenting techniques (parent-child roles, parent-child communication, setting/enforcing family rules, building self esteem/self worth);

4. Problem solving techniques (active/empathic listening, diffusing parent/child stress, family meetings, reinforcing positive behavior);
 5. Community resources (interacting with school personnel, building support systems, advocating for your child with service providers, locating/accessing community resources;
 6. Orientation to child abuse/neglect (role of DHS, effects of removal, reunification for children/family, court involvement).
- i. Parent Education Home-based instruction shall be provided at a level of understanding conducive to the client/client family needs. Instruction shall include, but not limited to the following activities between the instructor and client/client family:
 1. Demonstrating parenting skills and techniques.
 2. Role-playing/role-modeling activities.
 3. Reinforcement of positive behaviors/interactions.
 4. Advocacy for appropriate community resource to meet needs of the referred client/client family.
 - j. Meet directly with client families in their homes for not less than 1 hour, twice weekly for twelve (12) consecutive weeks to provide parent education instruction. Only one (1) session topic may be completed at a single home visit.
 - k. The Parent Education Instructor shall allow at least fifteen (15) minutes past the scheduled appointment time, before declaring a missed appointment. Each missed appointment shall be addressed as follows:
 1. First missed appointment the Parent Education Instructor shall leave a reminder note at the client family home, on the same day of the missed appointment. The note shall remind the client family of the scheduled appointment, and instruct the client family to contact the Parent Education Instructor within 24 hours to reschedule the missed appointment. The

Parent Education Instructor shall verbally notify the DHS worker weekly of all missed appointments.

2. After two (2) consecutive missed appointments, the Parent Education Instructor shall notify the DHS worker in writing within 48 hours of the next missed appointment and include details of actions taken to engage the client family in services.

The DHS worker shall contact the client family to address the issued of non-compliance and determine continuation of services. The DHS worker shall notify the Contractor in writing within 3 working days to advise on the continuation or termination of services.

- I. Within fifteen (15) days of the end of each month provide the DHS worker with a monthly detailed written progress report on each referred client participant. The written progress report shall include, at a minimum, the following information.
 1. Identifying information such as: names and date of birth for all client family members and DHS case number.
 2. Dates and types of contacts with the client/client family (including any missed appointments).
 3. Detailed assessment of progress towards goals/objectives.
 4. Detailed assessment of parenting skills/knowledge as compared to pre-assessment level.
 5. Activities completed in support of the goals/objectives.
 6. Any other information relevant to the successful outcome of service. (dates and types of collateral contacts, case consultations with DHS worker, etc.)
 7. Contractor recommendations (updated goals/objectives, needed supports, etc.)
- m. Administer the post-assessment to all participants at the final home visit and compare the results to the baseline data (pre-assessment).

- n. Provide the DHS worker with a detailed written termination report on each referred client participant upon completion of twenty-four (24) hours of parent education instruction and no later than thirty (30) days following the completion or termination of services. The written termination report shall include, at a minimum, the following information:
 - 1. Identifying information such as: names and date of birth for all client family members, referral date, duration of services (initial contact through termination) and DHS case number.
 - 2. Comparison of pre/post assessment results and Parent Education Instructor objective evaluation of results (changes in parenting skills/knowledge and continued areas of need).
 - 3. Detailed narrative assessment of client participation, progress toward goals/objectives, etc.
 - 4. Summary of dates and types of contact with client/client family for the duration of services (including any missed appointments)
 - 5. Summary of activities completed in support of goals/objectives.
 - 6. Any other information relevant to the successful outcome of service. (dates and types of collateral contacts, case consultations with DHS worker, etc.)
 - 7. Contractor recommendations.
- o. Complete the pre and post assessment scores for all participants and submit to DHS Contract Administrator quarterly (90-day period).
- p. Immediately report to the local DHS any conditions or acts which is a current or potential danger to the child(ren).
- q. At the request of DHS, be available to testify in child custody hearing.

1. Time Frames:

Provide twenty-four (24) hours of home-based instruction, no less than one (1) hour in duration twice weekly, with the referred client/client family over twelve consecutive weeks.

2. Volume of Service:

- a. Clients- The estimated number of eligible clients to be served during the period of this Agreement shall be: 72

The estimated number of eligible clients to be served each fiscal shall be the following:

October 1, 2006 through September 30, 2007	24
October 1, 2007 through September 30, 2008	24
October 1, 2008 through September 30, 2009	24

- b. Unit Title: Parent Education (Home-Based program)

Unit Definition: One Unit equals one hour of parent education provided by an instructor to a client/client family in the client's home.

Number of units: The maximum number of units of service to be provided per term of Agreement shall be: 1,728

From the total amount, the estimated number of units that may be expended during the following period is:

<u>Fiscal Year</u>	<u>Estimated Number of Units</u>
October 1, 2006 through September 30, 2007	576
October 1, 2007 through September 30, 2008	576
October 1, 2008 through September 30, 2009	576

E. Evaluation Reporting Requirements

The Contractor shall submit to the DHS monthly reports, with monthly Statement of Expenditure, that indicate the status and effectiveness of activities performed under this Agreement as indicated.

- a. List of all client family's receiving services for the billing period (include the referred client family name, date of birth, DHS case number, type of service received by the client family and referral date).

- b. List of all client family's terminated from services for the billing period (include referred client family name, date of birth, DHS case number, type of service received by the client family, referral date and termination date).
- c. Submit Quarterly report of compiled pre/post assessment results.

REQUEST FOR QUOTE - RATING CRITERIA

Request for Quote (RFQ) proposals will be rated by a Rating Committee according to the following criteria:

I. Bidder's Experience/Qualifications

(Maximum points 15)

A. Agency

1. Has bidder ever performed similar services for DHS or another purchaser?

Considerations:

- How recently were services provided and for what duration?
2. To what degree is experience with other similar services relevant to the service(s) being bid?
 3. Does the bidder demonstrate successful collaborate working relationships with other relevant community systems and have documented increased outcomes for clients:

B. Staff

1. Do the position descriptions for direct services staff persons require experience in this or related services?

Considerations:

- Length of experience
 - Similarity of experience to services to be required
2. Does the supervisory staff, who will provide supervision and oversight of direct-care staff, have previous work experience in this or related services?

Considerations:

- Length of experience
- Similarity of experience to services to be required.
- Is supervisory staff required to have an appropriate level of direct care experience?

3. Does the administrative staff who will provide administrative oversight have experience in this or a related service?

Considerations:

- Length of experience
 - Similarity of experience to services to be required
 - Does the bidder have management and administrative support personnel adequate to produce a satisfactory level of performance?
 - Will the service provided correspond to DHS' needs?
 - Does current administrative staff have previous work experience in directly providing these similar services?
 - Does current administrative staff have appropriate previous work experience in human service administration?
4. Do the staff for whom resumes are provided demonstrate the appropriate level of capability for providing identified services?

C. Education

1. Are educational requirements appropriate for each of the following types of staff?
 - Length of experience
 - Supervisory
 - Administrative
2. Does the bidder provide an acceptable level of training for new staff?
3. Does the bidder have an acceptable level of on-going training to staff?

D. Performance

1. If this or similar services were provided to DHS previously:
 - Were the terms of the agreement fulfilled satisfactorily?
 - Was DHS satisfied with the quality of services provided?
 - If not, did the bidder submit and implement appropriately corrective action plan?
2. If these or similar services were provided to other purchasers:
 - Were the purchasers satisfied with the services provided?

- Were the services monitored by the purchasing agency?
- If yes, were monitoring reports satisfactory?

II. Program Implementation (Work Plan)

(Maximum points 30)

A. Service Delivery

1. Are step-by-step procedures described in detail? Do they demonstrate ability to fully implement the program?
2. Does the bidder demonstrate ability to provide services to a diverse client population?
3. Is the bidder's plan for accommodating client barriers to accessing services adequate?
4. Does the bid response adequately describe how the bidder will engage eligible clients and encourage a high level of participation?
5. Is the bidder assessment process relevant for program eligibility and intent?
 - Strength based; solution focused
 - Client centered
 - Timely after referral
6. Does the bidder have an acceptable plan in place to assure that it will begin on the identified date?
7. Does the bidder demonstrate the ability to coordinate services with other agencies for clients served by multiple systems?
8. Is the bidder's proposed curriculum adequately and appropriately addressing client needs?

B. Staffing

1. Does the proposed organizational chart describe appropriate lines of supervision and authority to assure efficient delivery of service and contract compliance?
2. Does bid response include adequate descriptions of roles for executive/administrative staff, management/supervisory staff, direct-care-staff, and other supportive personnel?
3. Does the bidder identify an adequate plan to assure an appropriate level of staff screening?
4. Does the bidder have an acceptable turnover rate for direct care staff?
5. Does the bidder have an acceptable plan in place to address continuation of service when staff turnover occurs?

C. Support Activities

1. Is the facility large enough to meet the demand for services in the geographic service area?
2. Does the bidder identify an adequate plan to assure an appropriate level of client confidentiality?
3. Does the bidder identify an adequate plan to assure an appropriate level of security for clients?
4. Does the bidder identify an adequate plan to assure an appropriate level of security for the public?

III. Outcomes

(Maximum points 10)

- A. Were behavioral outcomes of services provided to DHS or other purchasers satisfactory?
- B. Was the bidder able to demonstrate ability to establish and achieve outcome goals?
- C. Were behavioral outcome goals that were established for the services appropriate?

- D. To what degree were outcome goals achieved? For what percentage of population served were goals achieved? What percentage of goals was achieved?
- E. Does the bidder demonstrate an ability to perform follow-up with clients and assess effectiveness of its services?

IV. Fiscal Resource Allocation

(Maximum points 30)

- A. Does bid response demonstrate that the bidder's resources can provide a consistent capacity to sustain an adequate level of service throughout life of the agreement (including staffing, communication resources, and the described facility [both location and size])?
- B. Is supervisory and administrative support adequate with respect to appropriately
 - . Consultation
 - . Back-up
 - . Span of control
- C. Are the number of direct-care staffing hours adequate to deliver the level of needed service, as identified in both the fiscal and Narrative portions of the bid response?
- D. Are the resources (budgeted details such as salaries, occupancy, communication, supplies & equipment, transportation, contracted services, and miscellaneous) reasonable to accomplish the bidder's work plan, and reasonably adequate to provide a consistent level of service throughout the life of the agreement.
- E. Are the resources identified in the narrative portion of the proposal consistent with those in the budget?
- F. Does proposal specifically identify what resources bidder has available and how it will utilize (all) those resources to facilitate 24/07/365 accessibility (i.e., staffing allocation; communication; transportation, community contacts, etc.)?
- G. Is the quantity of resources appropriate and reasonable for the level of proposed services? Do they match?
- H. Has the bidder identified other funding and/or donated or non-cash resources to support services and use the funding efficiently?

- I. Has the bidder documented sufficient match to meet state and federal requirements?
- J. Does the bid response include unallowable costs that will impact the ability of the bidder to implement the work plan?
- K. If the bidder provides in-kind, do they demonstrate a dependable, consistent source of in-kind funding?

V. Availability/Accessibility

(Maximum points 15)

- A. Does bid response adequately describe how bidder will identify the client population?
- B. Does the bidder have an adequate plan for informing eligible clients of the availability of their services? Is the bidder reasonably accessible to the client population during non-traditional service hours?
- C. Does the bid response adequately describe how bidder will provide outreach services?
- D. Is the bidder able to provide services at times when most clients can access them?
- E. Transportation
 - Is the bidder located close to public transportation?
 - Is the bidder's plan for arranging/providing client transportation feasible and appropriate?
- F. Does the bidder make adequate provision for client transportation needs?
- G. Are the bidder's facilities and services easily accessible to clients with disabilities?
- H. Is the bidder's plan for addressing client language barriers feasible and appropriate?
- I. Does the bidder have an appropriate plan for serving clients with physical disabilities?
- J. Is the bidder's plan for use of specific assistance funds reasonable and appropriate to achieve program goals?

Price Competition

Competitiveness in pricing will be determined using a formula that will divide the lowest bid price (from that region) by the bidder's price, and then multiply that by the bidder's initial score, determined through the above rating criteria.

REQUEST FOR QUOTE POLICY

General Information

This Request for Quote (RFQ) provides interested bidders with sufficient information to prepare and submit proposals for consideration by the Department of Human Services.

1. Contract Award

Contract award negotiations will be undertaken with those Contractors whose bid responses, as to price and other factors, show them to be qualified, responsible, and capable of performing the work.

The contract entered into will be that contract most advantageous to DHS, price and other factors considered. DHS reserves the right to consider bid responses or modifications thereof received at any time before award is made, if such action is in the best interest of DHS.

If a contract is awarded, the selected bidder will be required to comply with standard, non-negotiable General Provisions, which will be a part of the contract.

2. Rejection of Bid Responses

DHS reserves the right to reject any and all proposals received as a result of this RFQ, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interest of DHS. This RFQ is made for information or planning purposes only. DHS does not intend to award a contract solely on the basis of any response made to this request or otherwise pay for the information solicited or obtained.

3. Incurring Costs

The State of Michigan is not liable for any cost incurred by the Contractors prior to issuance of a contract.

4. Inquiries

Questions regarding content of this RFQ must be submitted in writing to the Issuing Office. All questions must be submitted on or before the date specified on the cover sheet.

5. Amendment to the RFQ

In the event it becomes necessary to revise any part of this RFQ, addenda will be posted to this website.

6. Response Date

To be considered, bid response must arrive at the Issuing Office on or before the date and time specified in the cover sheet. Bidders mailing responses should allow normal delivery time to ensure timely receipt of their bid responses.

7. Bid Response

To be considered, bidders must submit a complete response to this RFQ, using the exclusively the format provided in the "Bidder Response to DHS". Bid Responses must be signed by an official authorized to bind the bidder to its provisions. The bid response must remain valid for at least 90 days.

8. Acceptance of Bid Response Content

The contents of the bid response of the successful bidder may become contractual obligations if a contract ensues. Failure of the successful bidder to accept these obligations may result in cancellation of the award.

9. Economy of Preparation

Bid Responses should be prepared simply and economically, providing a straightforward, concise description of the bidder's ability to meet the requirements of the RFQ.

10. Prime Contractor Responsibilities

The selected Contractor will be held accountable for all services offered in the bid response. Further, the State will consider the selected Contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

11. News Releases

News releases pertaining to this RFQ on the service, study, or project to which it relates will not be made without prior State approval, and then only in coordination with the Issuing Office.

12. Disclosure of Proposal Contents

Bid Responses are subject to disclosure under the Michigan Freedom of Information Act (P.A. 1976, No. 442).

13. Independent Price Determination

- a. By submission of a bid response, the bidder certifies:
 - 1) The prices of the bid response have been arrived at independently without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor;
 - 2) Unless otherwise required by law, the price quotation in the bid response has not and will not be knowingly disclosed by the bidder to any potential bidder;
 - 3) No attempt has been made or will be made by the bidder to induce any other person or agency to submit or not to submit a bid response for the purpose of restricting competition;
 - 4) The price quoted is not higher than that given to the general public for the same service.
- b. Each person signing the bid response certifies that:
 - 1) She/he is the person in the bidder's organization responsible within that organization for the decision as to prices being offered in the bid response, and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above; or
 - 2) She/he is not the person in the bidder's organization responsible within that organization for the decision as to the prices being offered in the bid response, but that she/he has been authorized in writing to act as agent for the persons responsible for such decision in certifying that such persons have not participated, and will not participate, in any action contrary to a. 1, through 4 above, and as their agent does hereby so certify; and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above.
- c. A bid response will not be considered for award if the bidder is found to be noncompliant with any part of section 13 unless the bidder furnishes with the bid response a signed statement which sets forth in detail the circumstance of the disclosure and the Issuing Office determines that such disclosure was not made for the purpose of restricting competition.

BIDDER INFORMATION

1. To receive reimbursement from the State of Michigan, a Contractor must be registered as a vendor on the Michigan Accounting and Information Network (MAIN)

To register on MAIN :

- Click on <http://www.cpexpress.state.mi.us/>
 - Follow directions.
2. **Proof of public liability insurance** must be provided to DHS prior to the time the contract is executed (issued).
 3. If portions of the services are being subcontracted, the bidder must identify the services the subcontractor will perform and provide all information requested, (including a budget) as it applies to both the bidder and the subcontractor(s).

A contractor is responsible for the performance of any subcontractors who are held to the same standard of quality and performance as the contractor. Raters of bid responses will consider the qualifications of both the contractor and subcontractor when making contract award recommendations.

4. In completing the bidder response, please note the following:
 - The bid response should be paginated, except for attachments
 - Font size should be 12 or larger
 - Observe restrictions on number of pages. Restrictions do not include resumes, position descriptions, organizational charts or other attachments.

BIDDER RESPONSE SECTION

1. Bidder Name: _____

2. Bidder Mailing Address: _____

Bidder E-mail Address: _____

Bidder Fax Number: _____

3. Bidder Mail Code: _____ (Identified when registering on **MAIN**. See previous page)

4. Type of Organization: (Check one). Individuals are private proprietary.

_____ private, non-profit _____ private, proprietary _____ public _____ university

5. Bidder's fiscal year begin date: _____ (day and month)

6. Bidder's representative who is the authorized negotiator for the bidder.

(Name)

(Telephone Number)

7. Statement of Intent

The bidder hereby assures that the Request for Quote has been reviewed by the organization's governing body and that body has authorized submission of a bid response; that the person identified above as "bidder's representative who is the authorized negotiator" has been authorized by the governing body to represent the organization for the purposes of the submission of a bid response and contract negotiation; and that the organization intends to provide services according to the information contained in this Request for Quote, if selected and funded to do so.

Signature of Organization
President or Director

(Date)

Typed Name of Organization
President or Director

(Date)

A. Bidder Experience/Qualifications

Provide the following information:

1. Length of time providing this or similar services
2. List locations within the state at which the bidder maintains office that will be involved in providing service.
3. List all contracts with DHS that have been in place within the past 5 years.
4. Prepare a narrative description of prior experience providing this or a similar service. Include the following information:
 - Brief description of service provided;
 - Recipient of service;
 - Dates of service provision;
 - Describe the degree of similarity between related services the bidder has provided and the services being bid;
 - Name and telephone number of a contact person for each individual or agency for whom service was provided.
5. Using Staffing Allocation and Qualifications, CM-011, (attachment A) provide the requested information for each service for which a bid response is submitted:
 - Provide position descriptions for all positions included in the price quotation. Identify the positions current staff will fill if the contract is awarded to the bidder. Identify specific experience current staff has as it pertains to the services to be provided (possession of applicable licenses, completion of applicable training or workshops, etc.) Include resumes for all current staff who will provide services if the contract is awarded to the bidder. For all positions, identify minimum requirements with regard to education, years and type of experience, training, etc.
 - Attach a salary schedule for each staff employee who will provide services as identified above. Include all automatic and/or merit pay increases individuals will be eligible to receive during the term of the contract.
 - For each position, list the number of hours and the number of weeks to be committed to the services being bid.
6. Describe your current rate of turnover, (overall and direct service) including expectations for current staff continuance, planned staff reductions or growth, and

comment regarding anticipated future turnover. Describe mechanisms in place to encourage staff retention.

7. Provide an organization chart that shows the structure that will be used to provide services if the contract is awarded. This should show who in your organization will be responsible for reporting to the DHS' Contract Administrator (CA). Please make sure position titles on the organizational chart match title designations referenced elsewhere in the bid response.

B. Work Plan (Program Implementation)

In narrative form, please describe how the bidder would implement the program described by DHS. Include the following information and identify each section by number and heading indicated below.

1. Describe the needs and strengths of the client population and how that will impact on service delivery.
2. Prepare a description of the way in which service would be provided to a client.
 - a. List each step, process, or activity a typical client would encounter in successfully completing the service (similar to a program flow chart).
3. For each process or activity, indicate how completing that process or activity would advance the client in accomplishing the general purpose of the service. Indicate the anticipated duration of service required to complete the service: hours per day, days per week, and total hours/week.
4. **Supervision**

Describe when and how staff will be supervised.
5. **Staff Allocation**

Describe the method used to determine the amount of staff time (both management and direct) needed to fulfill the terms of the service as described.
6. Explain how client will participate in identifying of needs and decision-making.
7. Once the contract is awarded, indicate how long it will be before you or your agency will be able to provide service (be specific, i.e., 30 days, 45 days, etc.) Confirm ability to provide service on the identified date.
8. How will the bidder interact with other agencies involved with the client's plan of treatment?

- . Court
- . DHS
- . Other Agencies

8. **Curriculum** - For teaching and/or training services, provide a copy of the curriculum that will be used. If not applicable to your service, enter N/A.

If the curriculum is specified in the RFQ and must be followed as outlined, indicate "Will follow required curriculum." Identify all audio-visual and/or training aids that will be used.

C. Achievement of Outcomes

1. Specify the number of clients expected to achieve the desired outcomes.
2. Identify anticipated outcomes for the services to be provided.
3. What percentage of outcomes will be achieved for clients served?

D. Availability

1. Specify normal hours of business.
2. Indicate ability and willingness to provide additional hours at other times or days if necessary.
3. Identify each location where services will be provided. Include the street address, city, and zip code for all locations.
4. Do facilities and services allow/encourage participation by clients with disabilities? That is, are training facilities accessible by wheelchair? Are restrooms accessible, etc?
5. Indicate ability to arrange transportation for clients to receive services, such as convenience to public transportation, bidder-owned vehicles, etc.
6. Access to public transportation.
7. Outreach
Indicate ability to provide outreach services in clients' homes or mutually agreed-upon locations if this is requested in the service description. Ability to respond to crisis situations.
8. Special assistance
 - . How available
 - . How used and when
9. Other
Based on DHS' description of the client population, describe any special considerations in the quotation or plans for providing services.

E. Budget Completion

Complete the following Price Quotation sheet and a Budget Statement (CM-468) and Budget Detail Sheets (CM-468A) (http://www.michigan.gov/documents/CM-468ex_15681_7.xlt) in accordance with instructions. The bidder should complete the Budget forms only for the first 12 months if the bid response is for a multi-year period.

The bidder should submit price quotation and budget in an envelope separate from the rest of the bid response.

- If the initial period of the contract is for less than 12 months, a prorated contract amount will be calculated accordingly.
- The price established and approved by DHS will be in effect for the entire period of the contract and cannot be changed during that time.

F. Budget Narrative

Use the attached Resource Grid (CM-0043), (attachment B) to provide a narrative description of all resources the bidder requires to meet the requirements of the contract. Please be as brief as possible, while including all pertinent information.

1. Itemize (without indicating actual dollar amounts) the types of employees benefits offered, the square footage of each facility, supplies, travel mileage and other resources included in your budget. Be as specific as possible and quantify all resources whenever possible.
2. If resources will be provided through another source, identify the source and type of funds to be used. All match and in-kind funding should be identified and explained.

This information will be used to determine whether or not the resources included in the price quotation are adequate to provide the services DHS wishes to purchase as stated in the RFQ. The budget narrative will be compared to the price and budget documentation for each bid response submitted by an individual specifically assigned to conduct a fiscal review.

NOTE: Do not include figures that would indicate the dollar amount of bid response or unit cost in this section. Dollar amounts should be stated in the sealed price/budget portion of your response.

BIDDER NAME:

PRICE QUOTATION

Use this form to state the price offered to DHS for the service to be provided. The price quoted is to be per unit of service as defined in the service description in the RFQ and extrapolated from the budget information provided. Please identify the service being bid, using the title as shown in the RFQ.

Service #1:

Unit Definition:

a. Price per unit of service: \$_____/unit

Service #2 (if applicable):

Unit Definition:

a. Price per unit of service: \$_____/unit

Service #3 (if applicable):

Unit Definition:

a. Price per unit of service: \$_____/unit

Service #4 (if applicable):

Unit Definition:

a. Price per unit of service: \$_____/unit

Bidder: Submit this form in a separate envelope with the budget.

BIDDER RESPONSE: STAFFING ALLOCATION AND QUALIFICATIONS

Michigan Department of Human Services

Bidder Name	
*	
County	Type of Service

CATEGORY	POSITIONS	RATE/ HOUR	HOURS/ WEEK	# OF WEEKS	QUALIFICATIONS
**MANAGERIAL/ SUPERVISORY					
DIRECT SERVICE					
SUPPORT STAFF					

* Please provide information on staffing only for services to be provided for the request for quote/contract.

**Managerial/supervisory refers to administrative positions. If a position is both administrative and direct service, prorate the position into the correct categories.

Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.

RESOURCE GRID

MICHIGAN DEPARTMENT OF HUMAN SERVICES

* Do not include dollar amounts.

** List any match resources your agency will be providing and the fund source of that match.

Resource	Description
Employee Fringe Benefits (FTEs by position)	
Occupancy (square feet and number of Facilities)	
Communications (fax, telephone, number of lines and phones)	
Supplies (general, program, duplicating)	
Equipment	
Local Transportation (number of miles for client transportation)	
Contractual Services	
Specific Assistance to Individuals	
Miscellaneous	

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